

	<p>requests. However, the exact usage of a file server or other product with multiple uses may be difficult to determine before the product is installed and utilized. A simplified method of cost allocation is available to accommodate this situation. It is based on a simple averaging process of the different functions of the product that is described more fully in the web document "<u>Cost Allocation Guidelines for Products and Services</u>".</p>
<p>Eligible Users and Locations</p>	<p>Eligible users and locations are those that are involved with activities that are integral, immediate, and proximate to the education of students or the provision of library services to patrons. The presumption is that activities on school or library property meet this standard.</p> <p>The term "school or library property" includes a District Office of similar facility, but does not include businesses or organizations separate from a school or library organization. For example, the facilities of a business that has contracted with a school to provide bus service do not constitute a location eligible for E-rate support.</p> <p>Employees of a school or library with a normal duty station at an eligible location are eligible users. Employees of a non-school or non-library activity, even if located on school or library property, such as a state government office with responsibilities other than education or library services (e.g., a division of motor vehicles), are not eligible users.</p> <p>For example, wireless telephone services outside of a school or library location can be eligible for discount in certain cases. Examples include:</p> <ul style="list-style-type: none"> • Use by a school bus driver while delivering children to and from school. • Use by a library staff person in a library mobile unit van. • Use by teachers or other school staff while accompanying students on a field trip or sporting event.
<p>Internet Access with Ineligible Features</p>	<p>Some Internet Access services may include features that are not themselves eligible, such as specialized content, caching services, and/or filtering services. In general, funding requests that provide only a single price for a product or service that contains both eligible and ineligible functionality are fully ineligible. However, cost allocation may be used to provide separated pricing for the eligible and ineligible components.</p> <p>In addition, in certain limited cases, an eligible product or service can include ineligible components on an ancillary</p>

	<p>basis. See the Special Eligibility Condition for Ancillary Use for additional information about the conditions and limitations of the Ancillary Use approach.</p>
Lease of Wide Area Network Infrastructure	<p>Facilities that provide a Wide Area Network may only be leased by applicants—not purchased. Limitations apply to the reimbursements that are available for initial implementation costs (leased equipment and its installation) of service provider infrastructure. The <u>Wide Area Network Fact Sheet</u> has full details about exclusive access limitations, amortization requirements, and other eligibility conditions for lease of Wide Area Network functionality.</p>
Two-in-Five Rule	<p>"Two-in-Five Rule" for Internal Connections indicates that each eligible entity may obtain support for Internal Connections funding requests every two out of five years. This limitation applies only to Internal Connections and not to requests appropriately categorized as Telecommunications Services, Internet Access, or Basic Maintenance of Internal Connections.</p>
Wide Area Networks	<p>The <u>Wide Area Network (WAN) Fact Sheet</u> contains additional information about eligibility requirements for Wide Area Network services. For example, reimbursement for up-front infrastructure costs of service providers installing a telecommunications or Internet access service is limited.</p>
WAN Versus LAN Components (On-Premise Priority One Equipment)	<p>For data and other networks, the distinction between Wide Area Network (WAN) functionality and Local Area Network (LAN) functionality can be essential for selecting the proper Category of Service for funding requests—Telecommunications Services, Internet Access, or Internal Connections. FCC rules establish a rebuttable presumption that a connection does not constitute an Internal Connection if it crosses a public right of way. That is, the Local Area Network is considered to be the part of the network on school or library property, and hence is considered under the eligibility requirements for Internal Connections. The Wide Area Network constitutes the connection that runs from a demarcation point at the school or library property to a point outside of the school or library property (<i>i.e.</i>, across a public right of way) and is not funded as Internal Connections.</p> <p>In order to determine what may be properly funded as Internal Connections, a demarcation point between a Wide Area Network service and the Local Area Network components must be established. This approach is described more fully in the web document <u>On-premise</u></p>

	<p><u>Priority 1 Equipment</u> located in the SLD Reference Area of the USAC web site.</p>
--	--

Glossary

800 Service <u>(Telephone Service)</u>	800 Service provides toll calling that is paid by the called party rather than the calling party. The name comes from the original Area Code used for all toll-free numbers. Current and future "800 Service" area codes use the convention 8NN, when N is a specific digit, for example 888, 877, and 866.
900/976 Call Blocking <u>(Telephone Service Components)</u>	Call Blocking is a monthly or recurring telephone company charge for the blocking of calls, such as to 900 or 976 numbers. The blocking prevents callers from completing calls to 900 or 976 numbers.
900/976 Charges <u>(Ineligible Telecommunications Services)</u>	"900" is an area code used to reach a wide range of information providers. Examples of the information that may be provided via a 900 number are adult content programming, weather reports, lottery results, or caller voting for various topics such as television polls. 900 Service calls are charged to the party originating the call. Charges for accessing 900 calls are often included in the toll charges on the local telephone bill. 976 service provides a local, pay-per-call telephone service.
911/E911 Trunks/Lines <u>(Telephone Service)</u>	911 and E911 trunks or lines are dedicated telecommunications links specifically or exclusively used for connection between a school/library and a Public Safety Answering Point (PSAP).
Access Point <u>(Data Distribution)</u>	An Access Point is a base station in a wireless LAN. Access points are typically stand-alone devices that may plug into an Ethernet hub or server or may provide a repeater function for wireless networks.
Alarm Telephone Line <u>(Telephone Service)</u>	An alarm telephone line is a telecommunications line specifically dedicated to a school or library burglar or fire alarm system. It may be the equivalent of a POTS line or a dedicated line between the school or library and the alarm company.
Antennas <u>(Interfaces, Gateways, Antennas)</u>	An antenna is a device for transmitting and/or receiving radio frequency signals.
Application Software <u>(Software—Ineligible)</u>	Application software applies to software accessed directly by end users, such as word processors, spreadsheets, utility, anti-virus, and graphics programs.
Asbestos Removal <u>(Ineligible Internal Connections Components)</u>	Some older buildings were constructed using products that contain asbestos, which has been determined to be harmful to health. Renovations and installations in such buildings require special treatment such as asbestos removal.

Asynchronous Transfer Mode (ATM) (<u>Digital Transmission Services</u>)	ATM is a high-speed Digital Transmission Service that can provide bandwidth of 622 Megabits per second or higher.
Automatic Call Distribution System (ACD) (<u>Telephone Components—Ineligible</u>)	An Automatic Call Distribution (ACD) system, typically used with a PBX, provides a means of automatically distributing calls evenly, on a next available agent basis so that productivity is maintained and inbound calls are handled efficiently. The system also allows the monitoring of operation on a real-time basis. Additionally, some systems compile historic reports that enable better utilization of resources in the handling of incoming calls.
Automatic Route Selection (ARS) (<u>Telephone Components</u>)	Automatic Route Selection (ARS) is a PBX and Centrex service that allows for automatic selection of the most efficient and cost-effective route. It may also be referred to as "least cost routing". By using the ARS feature, outgoing phone calls from PBX and Centrex stations are routed to the most cost-efficient service or facilities.
Bridge (<u>Interfaces, Gateways, Antennas</u>)	A bridge is a data communications device that connects two or more network segments, often translating information from one type of network protocol to another.
Broadband over Power Lines (BPL) (<u>Digital Transmission Services</u>) (<u>Internet Access</u>)	Broadband over Power Lines (BPL) is a carrier current system installed and operated on an electric utility service as an unintentional radiator that sends radio frequency energy on frequencies between 1.705 MHz and 80 MHz over medium voltage lines or low voltage lines to provide broadband communications and is located on the supply side of the utility service's points of interconnection with customer premises.
Broadcast and Cable Television Equipment (<u>Video Components—Ineligible</u>)	Broadcast/cable equipment applies to equipment used in the transmission or receipt of broadcast TV, broadcast radio, broadcast satellite, or cable television service.
Cable Modem (<u>Internet Access</u>) (<u>Interfaces, Gateways, Antennas</u>)	A cable modem is a modem designed for use on a TV coaxial cable circuit and provides a high-speed data path. It can provide high-speed access to the Internet over a cable television line.
Cabling (<u>Cabling/Connectors</u>)	Cabling refers to the wires or groups of wires capable of carrying voice, video, or data transmissions. Cabling provides electrical (or, in the case of fiber optics, lightwave) connectivity between points.

Caching (Servers—Ineligible) (Storage Devices—Ineligible)	Caching is a method that stores recently accessed information. Caching components such as caching servers store information locally so that the information is accessible more quickly than if it must be transmitted across a network from a distant server.
Caching Service (Ineligible Internet Access Services)	A caching service is a special high-speed storage mechanism at the border of a network and the Internet that holds frequently accessed Internet information, thereby reducing retrieval times for information often requested from the Internet.
Call Accounting System (Telephone Components—Ineligible)	<p>A Call Accounting System records information about telephone calls. It can provide comprehensive information about call costs by associating call records with users, phone extensions, or profiles.</p> <p>Such systems may include <u>Station Message Detail Recording (SMDR)</u> or <u>Call Detail Recording (CDR)</u>, which are software/hardware PBX components that provide the capability to generate reports on call details such as call duration, PBX station number, time and date, dialed number, and cost of call.</p>
Call Sequencer (Telephone Components—Ineligible)	An Automatic Call Sequencer is a component used with a PBX or Key system. The call sequencer distributes incoming telephone calls among a select number of stations or telephones. Some call sequencers are designed to generate statistical reports on number of calls and how calls were handled.
Cartridge Magnetic Tape (Storage Devices—Ineligible)	Cartridge magnetic tape is used in tape backup devices, and provides replaceable and archivable storage capacity.
CD/ DVD Player (Ineligible Internal Connections Components)	A Compact Disc or Digital Video Disc (CD/DVD) Player is a device that plays or reproduces the music, voice, and/or video from a CD or Digital Video Disc.
Cellular Service (Telephone Service)	Cellular Service uses radio transmissions to provide a wireless telephone service.
Centrex (Telephone Service)	Centrex is a business telephone service that consists of a wide variety of features, such as call forwarding and call transfer, provided by central office software.
Change Fees (Miscellaneous Fees and Charges)	Change fees are charges imposed for the modification of an existing service.

Channel Service Unit /Data Service Unit (CSU/DSU) <u>(Interfaces, Gateways, Antennas)</u>	A CSU/DSU is a device that terminates a digital channel at a customer's premises. A CSU/DSU often serves as a demarcation between a local network and wide area network facilities.
Circuit Cards <u>(Circuit Cards/ Components)</u>	Circuit cards provide microprocessors, transistors, and other components on a circuit board. Circuit cards often are designed to fit into a slot of a larger component, such as a telephone PBX, router, or computer.
Client Access Licenses <u>(Software)</u>	A Client Access License is a software licensing approach used by some vendors that provides authorization to access a software product.
CODEC / Video Encoder <u>(Video Components)</u>	A CODEC (coder/decoder), also known as a video encoder, is a device comprising an encoder and decoder in the same equipment. The CODEC produces a coded output and compresses and decompresses audio and video signals.
Conduit and Raceway <u>(Cabling/ Connectors)</u>	Conduit and raceway are metal or plastic pipe or channels used to protect cable.
Conferencing Services <u>(Other Eligible Telecommunications Services)</u>	Conferencing Services provide a means for multiple users to participate in group discussions via telephone circuits or video facilities.
Connectors <u>(Cabling/ Connectors)</u>	Connectors are devices that connect wires or fibers.
Consumable Components <u>(Cabling/ Connectors)</u>	Consumables consist of miscellaneous components that are depleted with use, such as tape, splicing materials, labels, and wire wrap.
Contingency Fee <u>(Miscellaneous Fees and Charges)</u>	A contingency fee is a specific dollar allowance for possible unforeseeable elements that may occur within the scope of a project.
Copper-to-fiber (TX-to-FX) Converter <u>(Interfaces, Gateways, Antennas)</u>	A Copper-to-fiber converter, also known as a TX-to-FX converter, is a device that converts a copper connection to a fiber optic connection.
Couplers <u>(Cabling/ Connectors)</u>	Couplers are passive devices that accepts one input broadband signal and replicate it onto another or multiple outputs.

Custom Calling Services (<u>Telephone Service Components</u>)	Custom calling services extend the features available with telephone service. Features available include (but are not necessarily limited to) call waiting, 3-way calling, speed calling, distinctive ring, and call forwarding.
Dark Fiber Service (<u>Ineligible Telecommunications Services</u>) (<u>Ineligible Internet Access Services</u>)	Dark fiber refers to fiber optic cable for which the service provider has not provided modulating electronics.
Digital Subscriber Line (DSL) (<u>Telecommunications Service/Internet Access</u>)	Digital Subscriber Line (DSL) is a technology that provides high-speed connections over telephone lines. Different types of DSL service are available, using descriptions such as ADSL, HDSL, and SDSL. The DSL family of technologies sometimes goes by the general name xDSL.
Direct Broadcast Satellite (DBS) (<u>Ineligible Telecommunications Services</u>)	Direct Broadcast Satellite (DBS) is a technology that uses satellite to transmit TV programs to subscribers. The transmitted signals are received using individual rooftop antennas. Program reception of the subscriber is limited to those channels broadcast by a specific provider.
Direct Inward Dialing (DID) (<u>Telephone Service Components</u>)	Direct Inward Dialing (DID) service allows outside calls to be directed to a Private Branch Exchange station line without the use of an operator.
Directory Advertising (<u>Ineligible Telecommunications Services</u>)	Directory Advertising is advertising in a telephone directory yellow pages, Internet, or elsewhere. This may be provided by the telephone company or another entity.
Directory Assistance Charges (<u>Telephone Service Components</u>)	Directory Assistance Charges are those charges assessed for calls made to 411 or other Directory Assistance numbers such as (201) 555-1212 for information. Typically charges are assessed on a per call basis.
Directory Listings (<u>Ineligible Telecommunications Services</u>)	A telephone company directory contains an alphabetical listing, by name, of all telephone subscribers except those requesting unlisted or non-published service. Typically, the initial directory listing is provided free of charge to the subscriber, but extra-cost services are available, such as additional listings, unlisted or non-published numbers, and bolded entries.
Disaster Recovery (<u>Data Protection—Ineligible</u>)	Disaster recovery describes a means of restoring service to a computer network that has suffered a disaster. Such costs may include the rental of a site that houses

	links and equipment that is modeled after the damaged network.
Distance Learning (<u>Digital Transmission Services</u>)	Distance Learning utilizes video and audio technologies to allow students who are remotely located from other students or the lecturer to participate interactively with the class.
Documentation (<u>Other Eligible Internal Connections Components</u>)	Documentation includes support material provided in the form of paper or electronic media. It may include diagrams, blueprints, equipment specifications, or instruction manuals for services and products.
Domain Name Registration (<u>Web Hosting</u>)	A Domain Name indicates an address of location on the Internet. For the e-mail address portion of a symbolic abc@xyz.org, the domain name is xyz.org. Domain Name Registration is the registering of the name and the charge associated with the registration process.
Domain Name Service (DNS) (<u>Internet Access</u>) (<u>Servers</u>)	Domain names, such as <u>www.fcc.gov</u> , are alphabetic, so they are easier to remember than the IP addresses on which the Internet is based. A Domain Name Service translate the alphabetical names input by users into the IP addresses used by Internet devices.
DS-1 (<u>Digital Transmission Services</u>)	DS-1 is a type of Digital Transmission Service, and stands for "Digital Signal, level 1." It operates at a bandwidth of 1.544 megabits per second. Other DS levels—DS-2, DS-3, and DS-4—operate at higher bandwidths.
Duplicative Services	Duplicative services are those that deliver the same functionality to the same population in the same location during the same period of time.
Dynamic Host Configuration Protocol (DHCP) (<u>Internet Access</u>) (<u>Servers</u>)	Standard networks need each computer to have a unique address for communication to take place. Dynamic Host Configuration Protocol (DHCP) is a system that provides this unique address from a central computer, so that each individual computer does not need to be separately configured.
E911 Reader Board (<u>Telephone Components</u>)	The E911 Reader Board is adjunct hardware for a PBX and is used to access E911 Emergency service.
Electrical System Upgrades (<u>Ineligible Internal Connections Components</u>)	Electrical system upgrades refer to products and services that provide, upgrade, or enhance the provision of electrical power.

E-mail (Software) (Servers)	E-mail stands for "electronic mail." E-mail, or electronic mail, is a system for sending text messages and other information across a network.
E-mail Service (E-mail Services)	An e-mail service provides for the transmission of text messages and other embedded data such as file attachments. It enables the transmission of messages over a local or world-wide computer network.
Environmental Monitoring Components (Data Protection—Ineligible)	Environmental monitoring components provide information about heat, humidity, or other factors in order to provide a warning system for conditions that may affect the correct operation of equipment. For example, an environmental monitoring card is sometimes available as an optional feature of an uninterruptible power supply and is used to monitor the environmental conditions of a rack, computer room, or data center.
Faceplates (Cabling/Connectors)	Faceplates are covers that fit over a jack, outlet, or dial.
Fax Machine (Ineligible Internal Connections Components)	A facsimile, or fax, machine is a device in which the image of a document is electronically transferred over the telephone network and printed out elsewhere.
Fiber Optics (Digital Transmission Services)	Fiber Optics is a technology that uses light to transport information and can provide a Digital Transmission Service. Large amounts of data can be transmitted over long distances using thin filaments of glass.
Filtering Service (Ineligible Internet Access Services)	A filtering service protects users from dangerous or inappropriate content most often by selectively blocking certain words or certain Internet sites.
Firewall (Internet Access) (Data Protection) (Servers)	A firewall is a hardware and software combination that sits at the boundary between an organization's network and the outside world, and protects the network against unauthorized access or intrusions.
Flat Rate (Telephone Service)	Flat Rate is a billing method for telephone service that, for a set price per month, provides a user an unlimited number of local calls.
FRAD (Interfaces, Gateways, Antennas)	A Frame Relay Assembler/Disassembler (FRAD) is a communications device that breaks a data stream into frames for transmission over a Frame Relay network and recreates a data stream from incoming frames. A Frame Relay router serves the same purpose but provides more intelligence in avoiding congestion.
Frame Relay (Digital Transmission Services)	Frame relay is a type of Digital Transmission Service. Frame relay networks in the United States support data transfer rates at T-1 (1.544 Mbps) and T-3 (45 Mbps)

	speeds.
Freight Assurances (Miscellaneous Fees and Charges)	Freight assurance fees are fees assessed to the purchaser for the guarantee of safe delivery to their premises of goods, i.e., they provide shipping insurance.
Gateway (Interfaces, Gateways, Antennas)	A gateway is a network device that acts as an entrance to another network and often is used to connect two otherwise incompatible networks.
GSP fees (Internet Access)	A Global Service Provider (GSP) provides connection between the Internet service provider's facilities and the global Internet network. In some cases, there can be separate charges for this component of Internet access.
Hard Disk Drives (Storage Devices)	Hard disk drives are storage devices that consist of magnetic platters that spin like a record player and magnetic pickup devices, called heads, that are like the needle of a record player. All this is sealed in a vacuum in order to maintain tight tolerances and enhance service life.
Homework Hotline Equipment (Telephone Components— Ineligible)	Homework Hotline equipment provides an automated response or call routing system that provides information to callers about school assignments.
Homework Hotline Service (Other Eligible Telecommunications Services)	A Homework Hotline Service is typically provided as a toll-free telephone number for students to contact the school regarding questions on homework.
Hub (Data Distribution)	Hubs are central connection points for some types of local area networks with interconnecting cabling from many individual devices, such as computer workstations, printers, servers, and other hubs.
Inside Wire Maintenance Plan (Telephone Service Components)	An Inside Wire Maintenance Plan is a monthly recurring charge that provides for the repair, replacement, and maintenance of customer owned inside-premise wire. Cost of the service is sometimes included in regular monthly bills for local and long distance telephone services.
Integrated Services Digital Network (Digital Transmission Services)	Integrated Services Digital Network (ISDN) is a type of Digital Transmission Service that uses traditional phone lines to transmit digital voice and data over telephone lines. There are two types of service. Basic Rate

	Interface (BRI) provides a total bandwidth of 144 kilobits per second. Primary Rate Interface (PRI) provides a total bandwidth of 1.544 megabits per second.
Interactive Television (<u>Digital Transmission Services</u>)	Interactive TV (ITV) provides a means for a viewer to interact with the television set in ways other than controlling the channel and the volume and handling videotapes. In an education setting, such as in a school, ITV provides a means for teachers and students who are remotely located in different places to conduct a class and to interact with each other. ITV requires a special "set-top box" to be added to the existing television set.
Intercom (<u>Telephone Components—Ineligible</u>) (<u>Ineligible Internal Connections Components</u>)	An intercom is an internal communication system, originally consisting of multiple speaker/microphone devices connected into an amplifier system. Now most intercoms are a part of telephone systems, although separate intercom systems continue to be used in many schools.
Interconnected Voice over Internet Protocol (<u>Interconnected VoIP</u>) (<u>Internet Access</u>)	Interconnected VoIP is defined as a service that (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment (CPE); and (4) permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.
Interface/Edge Device (<u>Interfaces, Gateways, Antennas</u>)	An Interface or Edge Device is a physical device that can pass packets between some types of networks and an <u>Asynchronous Transfer Mode (ATM)</u> network. The device may be a router or Ethernet-to-ATM switch that directly connects to an ATM network.
Internet Access (<u>Internet Access</u>)	Internet access provides a connection to the Internet, which is the publicly available worldwide system of interconnected computer networks that uses agreed-upon technical standards based on the Internet Protocol (IP). Internet access provides a connection to a vast quantity of information and services, such as electronic mail and the documents and features of the World Wide Web. Service Providers for Internet access need not be telecommunications carriers.
Internet Content (<u>Ineligible Internet Access Services</u>)	Internet Content refers to all forms of information that are available on the Internet, such as text, pictures, sound recordings, animation, and video clips.
Internet2 (<u>Ineligible Internet Access Services</u>)	Internet2 is a consortium of universities, industry, and government for development and deployment of advanced network applications and technologies.

Key System (KSU) (<u>Telephone Components</u>)	A Key System, also known as Com Key System or a KSU, is a type of phone system that permits more than one telephone line, PBX extension, private line, or intercom line to appear on a single telephone.
KVM Switch (<u>Servers</u>)	A keyboard-video-mouse (KVM) switch is a switchbox that is used to control two or more computers from a single keyboard, monitor, and computer mouse.
Laptop / Notebook Computer (<u>Servers</u>—Ineligible)	A laptop or notebook computer is a lightweight portable computer designed for mobility.
Lightning Arrestor (<u>Data Protection</u>—Ineligible)	A lightning arrestor is a device that protects equipment from lightning strikes and static.
Local Area Network (<u>Data Distribution</u>)	A Local Area Network (LAN) is a short distance data communications network used to link together computers and peripheral devices under some form of standard control. The LAN is most often connected by cabling or wireless links within the same building. A LAN consists of several components, including cabling, servers, computer workstations, network interface cards, printers, and data distribution equipment, such as network switches, hubs, and routers.
Local Measured Service (<u>Telephone Service</u>)	Local telephone companies use several methods to bill for local phone service, such as Flat Rate, Message Rate, Measured Rate, and Local Measured Service. Local Measured Service typically allows an unlimited number of incoming calls. Outgoing calls beyond a certain threshold result in extra charges.
Local Phone Service (<u>Telephone Service</u>)	Local phone service is a service provided by a local exchange carriers (LEC). Phone lines from homes and businesses terminate at a central office of a LEC, which in turn connects to other local exchanges and to carriers for long distance service.
Long Distance Telephone Service (<u>Telephone Service</u>)	Long distance telephone service is provided by interexchange carriers and provides telephone service outside of a local calling area.
Mast (<u>Interfaces, Gateways, Antennas</u>)	A mast is a pole or structure on which an antenna is placed.
Master Control Unit (<u>Video Components</u>)	A Master Control Unit (MCU) is a device that controls the main operating functions of a video system.

Media Converter (<u>Interfaces</u> , <u>Gateways</u> , <u>Antennas</u>)	A media converter is a module that converts one type of media to another type of media for network compatibility. The actual media can vary, such as fiber, coax, or twisted pair.
Memory Modules / Random Access Memory (RAM) (<u>Circuit Cards</u> / <u>Components</u>)	A memory module is the electronic holding place for instructions and data that a computer's microprocessor can reach quickly. The module usually holds multiple Random Access Memory (RAM) chips. Common types are SIMM, DIMM, RDRAM, SDRAM.
Message Rate Service (<u>Telephone Service</u>)	Local telephone companies use several methods to bill for local wireline service, such as Flat Rate, Message Rate, Measured Rate, and Local Measured Service. Message Rate Service provides a certain number of "call units." Various call lengths and distances can use a different number of call units. Calls in excess of the message rate allocation result in additional charges.
Monitor (<u>Servers</u>)	A monitor is the video display unit (television screen) that is used to display information from a computer.
Multimedia Kits (<u>Ineligible Internal</u> <u>Connections</u> <u>Components</u>)	Multimedia kits provide a package of hardware and software that adds multimedia capabilities to a computer. A multimedia kit may include a CD ROM or DVD player, a sound card, speakers, and a bundle of CD ROMs.
Multiplexer (<u>Data Distribution</u>)	A multiplexer is electronic equipment that allows two or more signals to pass over one communications circuit. The circuit may be a telephone line, dedicated line, or radio signal. It provides an economic approach for transporting, for example, up to 24 voice-grade lines on a single circuit.
Multipoint Control Unit (<u>Video Components</u>)	A Multipoint Control Unit (MCU) is a bridging or switching device used for multipoint videoconferencing.
Network Access Register (<u>Telephone Service</u> <u>Components</u>)	Used with Centrex service, the Network Access Register (NAR) provides access to and from the telephone company central office. The number of simultaneous calls to and from the public switched telephone network is equal to the number of NARs the Centrex customer subscribes to. NARs also may be used with other eligible telecommunications services, such as Network Access Service and Network Access Register Usage Package.
Network Interface Cards (NICs) (<u>Circuit Cards</u> / <u>Components</u>)	Network interface cards (NICs) are electronic devices that connect workstations, servers, or other devices to a network. NICs work with the network software and computer operating system to transmit and receive <i>messages on the network</i> .

Network Interface Device <u>(Interfaces, Gateways, Antennas)</u>	A Network Interface Device (NID) is a component installed between a telephone network and the inside wire of a customer premises. The NID is usually provided by the telephone company and is the transition, or demarcation point, between the company's network and the customer's inside wiring.
Network Management <u>(Software—Ineligible)</u>	Network Management is a system of equipment or software used in monitoring, controlling, and managing a communications network.
Network Switch <u>(Data Distribution)</u>	A switch is a mechanical or electronic device that completes or breaks an electrical path or that selects the paths for communication. More specifically, network switches provide capability similar to a network hub but provide a dedicated bandwidth at each network port, rather than shared bandwidth among all ports.
OC-1 <u>(Digital Transmission Services)</u>	OC-1 stands for "optical carrier 1," which is a Digital Transmission Service that operates at 51.84 Megabits per second. Multiples of this bandwidth are also available, such as OC-3 and OC-12.
Operating System Software <u>(Software)</u>	Operating System software enables the basic operations of a computer system or other electronic device. For example, it can configure the communication paths between memory and storage, and provides basic functions for other software to operate correctly.
Pager <u>(Ineligible Internal Connections Components)</u>	A Pager (also known as a Beeper) is the receiving end of a paging service and is a small device worn on the belt or carried in a handbag. Pagers provide text or voice messages or both.
Paging Services <u>(Paging)</u>	Paging is a service designed to deliver a message to a person whose exact location is unknown. The service employs radio signals that activate a paging receiver carried by the intended recipient to deliver a text, numeric, or voice message.
Payphone Telephone Service <u>(Ineligible Telecommunications Services)</u>	Payphone (or coin) telephone service is provided in a public or semi-public place and requires the use of coins, credit card, pre-paid card, or other means of payment at the time of placing the call.
Per Diem <u>(Miscellaneous Fees and Charges)</u>	Per diem is a dollar amount designated to a vendor for daily expenses such as lodging and food. It may or may not include travel time.
Performance Bond <u>(Other Miscellaneous Ineligible Components)</u>	A Performance Bond, also known as a Bid Bond, is a legal obligation, generally obtained by the vendor or contractor from a third party, that guarantees the terms of the contract or agreement are met. In the event of default or failure to meet the terms, the bond would be used to complete the contracted work.

Permanent Virtual Circuit (PVC) (<u>Digital Transmission Services</u>)	Permanent Virtual Circuits (PVCs) are shared connections between end-points. PVCs play a central role in Frame Relay networks. They're also supported in some other types of networks, such as X.25.
Personal Communications Services (PCS) (<u>Telephone Service</u>)	Personal Communications Services (PCS) is a digital wireless telecommunications service, similar to cellular service, but operating on different radio frequencies.
Personal Computers/Workstations (<u>Servers—Ineligible</u>) (<u>Ineligible Internal Connections Components</u>)	Personal computers, or workstations, are computers designated or designed as end-user equipment. They may operate in a stand-alone environment or may be connected to a host computer as part of a network. They are differentiated from computers configured as servers that are designed to route information to and from end-user equipment.
Personal Digital Assistant (PDA) (<u>Ineligible Internal Connections Components</u>)	A Personal Digital Assistant (PDA) is a handheld device that can provide several functions such as calendaring, telephone, and e-mail. Some PDAs have wireless networking features.
Phone Calling Cards (<u>Telephone Service</u>)	Phone Calling Cards generally have the appearance of a credit card and provide a means to make long distance calls from any phone. Charges for the call are subtracted from the calling card balance or are included in the calling card subscriber's monthly phone bill.
Phone Modems (<u>Circuit Cards/Components</u>)	Phone modems are devices that convert data signals into suitable form for transmission and receipt over a telephone line.
PIC Change Charge (<u>Telephone Service Components</u>)	The Primary Interexchange Carrier (PIC) is the long distance company to which traffic from a given location is automatically routed when dialing 1 in an equal access area. The selection of the carrier is done by the local telephone customer and becomes a part of the telephone company's records for routing long distance calls made from the customer's number. When the PIC is changed from one long distance company to another at the request of the customer, there is a one-time PIC Change Charge assessed by the local telephone company to cover the cost of reprogramming the telephone company central office switch.
POTS (<u>Telephone Service</u>)	"POTS" stands for "Plain Old Telephone Service" and provides local telephone dial-tone service.
Printer (<u>Ineligible Internal Connections Components</u>)	A printer is a device that receives computer information and prints it on paper.

Private Branch Exchange (PBX) <u>(Telephone Components)</u>	A PBX is a centralized telephone switching system located at a business or organization site. The PBX provides internal station-to-station dialing and access to the public switched network.
Processor Terminator Card <u>(Circuit Cards/ Components)</u>	A processor terminator card is a device installed in a multi-processor computer to signal the computer that only one processor is installed.
Proxy Server <u>(Data Protection)</u> <u>(Servers)</u>	A proxy server is a device that sits between "trusted clients" (e.g., workstations inside an organization) and "untrusted clients" (e.g., the Internet) and provides security features and oftentimes address translation. To the untrusted clients, communication appears to be taking place with the proxy, even though the communication is passed to and from the trusted clients.
Public Address (PA) System <u>(Telephone Components—Ineligible)</u> <u>(Ineligible Internal Connections Components)</u>	A Public Address System allows the user to make announcements through the use of amplifiers and speakers.
PVBX <u>(Video Components)</u>	A Private Video Branch Exchange (PVBX) is a PBX designed for video information. A PVBX can link classrooms or other locations together and can interconnect end-user and other equipment, such as cameras, monitors, and videocassette recorders.
Racks and Cabinets <u>(Other Eligible Internal Connections Components)</u>	A rack is a metal supporting framework for mounting cables, equipment, and/or wires. A cabinet is an enclosure for equipment, terminating cables, connection devices, and/or wires.
Radio Loop <u>(Telephone Service)</u>	Radio Loop is provided by a local exchange telecommunications carrier and is also called Basic Exchange Telecommunications Radio Service (BETRS). BETRS is used by local telephone companies to provide dial tone to subscribers in certain circumstances, such as when it is either not technically possible or not cost-effective to provide the service by conventional means.
Relay I/O Module <u>(Data Protection)</u>	A Relay I/O Module allows protection by an Uninterruptible Power Supply (UPS) for equipment not pre-designed for a UPS interface
Remote Access Components <u>(Servers)</u>	Remote access components, such as a remote access router or communications server, allow users to access network resources by dialing in from an off-site location

	in order to connect their local computer with network devices. Dialing in most typically utilizes standard telephone lines but, in some cases, can be based on other technologies.
Residential Telephone Service (Telephone Service)	Residential telephone service is designed for homes and residences, but not commercial establishments.
Reverse Directory Assistance (Ineligible Telecommunications Services)	Reverse Directory Assistance is a service that can use a phone number to provide the name and, in some cases, the address of the owner of that phone number.
Router (Data Distribution)	Routers are switching devices that can act as an interface between two networks and connect different segments, such as departments or floors in a building. Functionally, routers select the routing path for traffic, may provide features such as load balancing, and can provide trouble-shooting diagnostic capabilities.
Satellite Dishes (Interfaces, Gateways, Antennas)	Satellite Dishes are antennas capable of receiving signals from and, in some cases, transmitting signals to communications satellites.
Satellite Service (Digital Transmission Services)	Satellite service provides communication between points on Earth by using an orbiting satellite as a communications relay point.
Servers (Servers)	Servers are computers on a local area network that can provide access to files, software, printers, or other features that are shared among multiple users.
Shipping Charges (Miscellaneous Fees and Charges)	Shipping Charges are the charges associated with the delivery of products from their point of origin to the customer premises.
Software (Software)	Software refers to the detailed instructions that operate a computer, distinct from the computer hardware.
Spare Parts (Ineligible Internal Connections Components)	Spare parts are components on hand to replace hardware that fails.

Speakers (<u>Ineligible Internal Connections Components</u>)	Speakers are the components that provide sound from a computer, phone, intercom, or other device.
Station Message Detail Recording (SMDR) (<u>Telephone Components—Ineligible</u>)	Station Message Detail Recording (SMDR) and Call Detail Recording (CDR) are software/hardware PBX components that provide the ability to generate reports on call details. Those details include, but are not limited to, call duration, PBX station numbers, time and date, trunk route, dialed number, and cost of call.
Storage Media (<u>Storage Devices—Ineligible</u>)	Storage media includes products such as floppy disks and recordable CD-ROM that provide replaceable storage.
Surge Protector (<u>Data Protection—Ineligible</u>)	Surge protectors provide electrical AC power outlets with circuitry that protects equipment against voltage spikes and electrical disturbances.
Switchboard / Attendant Console (<u>Telephone Components</u>)	The operation of a PBX or Centrex system may require the use of a switchboard or attendant console for the transfer of incoming calls to the appropriate extension when systems are not equipped with Direct Inward Dialing. The switchboard or attendant console may include Direct Station Selection (DSS), which provides an easy means for transferring calls.
Switched Multimegabit Data Service (SMDS) (<u>Digital Transmission Services</u>)	Switched Multimegabit Data Service (SMDS) is a type of Digital Transmission Service offered by telephone companies that operates at speeds of from 1.544 Megabits per second to 45 Megabits per second or even more.
System Improvements and Upgrades (<u>Other Eligible Internal Connections Components</u>)	A system improvement or upgrade provides enhanced functionality to an existing product or configuration of products.
T-1 (<u>Digital Transmission Services</u>)	T-1, which stands for Trunk Level 1, is a Digital Transmission Service that operates at 1.544 Megabits per second. Greater speeds are available from other Trunk Levels, such as T-2 (6.312 Mbps) or T-3 (44.736 Mbps); slower speeds are known as Fractional T-1.
Tape Backup (<u>Data Protection</u>)	Tape Backup units provide copies of computer files on magnetic tape, for protection against a catastrophic failure. Tape backup technologies include QIC, DAT, 8mm, DLT, AIT, and ADR.

Telephones (<u>Telephone Components—Ineligible</u>)	Telephones, also known as telephone sets, telephone instruments, digital voice terminals, and voice terminals, are the end-user equipment used to transmit and receive telephone communications.
Terminal Adapter (<u>Interfaces, Gateways, Antennas</u>)	A Terminal Adapter (TA) is a device that connects a computer to an external digital communications line, such as an ISDN line.
Terminal Server (<u>Servers</u>)	A Terminal Server is a specialized server that connects multiple terminals into a network. Traditionally, terminal servers were used to connect multiple "dumb" terminals into network resources but today are additionally used to provide increased connectivity and performance for older computers workstations or to provide <u>remote access</u> .
Termination Charges (<u>Other Miscellaneous Ineligible Components</u>)	Termination charges are fees assessed for the removal or discontinuation of a product or service.
Test Equipment (<u>Ineligible Internal Connections Components</u>)	Test Equipment is used to test hardware, software, cable continuity, telecommunications links, etc.
Transceiver (<u>Interfaces, Gateways, Antennas</u>)	A transceiver is a device that transmits and receives analog or digital signals. The term is used most frequently to describe the component in local area networks (LANs) that actually applies signals onto the network wire and detects signals passing through the wire. For many LANs, the transceiver is built into the network interface card (NIC).
Travel Time (<u>Miscellaneous Fees and Charges</u>)	Travel time refers to the time required for service provider personnel to travel to and/or from locations necessary to provide eligible services.
Trunk lines (<u>Digital Transmission Services</u>)	A trunk line is a communications path between two switching systems, such as equipment in a telephone company central office and a Private Branch Exchange (PBX). Central Office trunks connect a PBX to the central office switching system at the central office. Tie trunks connect two PBXs together.
Two-Way Radio (<u>Ineligible Internal Connections Components</u>)	Two-way radios are wireless end-user devices used to communicate, typically over short distances.

Uninterruptible Power Supply (UPS) / Battery Backup (Data Protection)	An Uninterruptible Power Supply (UPS), also called a battery backup, is a device that provides backup electric energy to a piece of equipment in case the event of a power failure.
UPS Interface Expander (Data Protection)	A UPS Interface Expander allows an Uninterruptible Power Supply (UPS) to provide power management to multiple devices.
Video Amplifier (Video Components)	A Video Amplifier is a device that strengthens the level of a video signal.
Video Channel Modulator (Video Components)	A Video Channel Modulator is a distribution box that takes standard video and audio input from video cameras, recorders, and other video components and distributes the signals to end users.
Video Components (Video Components)	Video components provide the capabilities and technologies to enable moving images on television screens or computer monitors.
Video Service (Digital Transmission Services)	Video services involve the transmission of visual images.
Virtual Private Network (VPN) Components (Data Protection)	A Virtual Private Network (VPN) uses encryption and/or tunneling services in order to provide highly secure communication over the public Internet or in some cases over point-to-point links.
Voice Compression Module (Telephone Components)	A Voice Compression Module allows voice and fax traffic to share the same lines as data and LAN traffic.
Voice Interface Card (Telephone Components)	Voice Interface Cards (VIC) are usually components of a router or PBX system that interface with internal systems and the public switched telephone network. Examples are FXO Cards, E&M Cards, and FXS Cards.
Voice Mail Components (Telephone Components)	Voice mail components allow users to receive voice messages left by telephone callers and may have other features, such as message forwarding.
Voice Mail Service (Voice Mail Service)	A voice mail service allows users to receive voice messages left by telephone callers and may have other features such as message forwarding. A voice mail service is classified as an information service that is distinct from a telecommunications service or Internet access.

Voice/Fax Network Module (<u>Interfaces</u> , <u>Gateways</u> , <u>Antennas</u>)	A Voice/Fax module is an access product that enables the transmission of multiprotocol data--voice, fax and LAN--over telecommunications services.
Voice/Video over IP (VoIP) Components (<u>Data Distribution</u>)	Voice/video over IP (VoIP) components refer to equipment that utilizes the TCP/IP suite of protocols to provide voice and/or video communications.
Web Casting (<u>Ineligible Internet Access Services</u>)	Web Casting is a service provided over the Internet that delivers news or other content via web browser software or to an E-mail address. A user accesses a Web Casting site and chooses what news or content he/she wants to be informed about. Information content is then periodically delivered by the Web Casting supplier.
Web Hosting (<u>Web Hosting</u>)	Web Hosting provides a school or library website at an external location outside of the school's or library's premises. A website is a location (such as www.schoolname.org) for World Wide Web content made available to those accessing the site.
Web Server (<u>Servers</u>)	A web server is a computer server used to provide information to Internet users and can also be used to provide web-based software applications and other web-based functions.
Web Site Creation Fee (<u>Ineligible Internet Access Services</u>)	A web site creation fee is a separate charge for creating a website.
Wide Area Networks (WANs) (<u>Digital Transmission Services</u>)	A wide area network is a voice, data, and/or video network that provides connections from within an eligible school or library to other locations beyond the school or library.
Wire Managers (<u>Cabling/Connectors</u>)	Wire managers are wire restraints to house or arrange wiring and cabling. They can be aluminum or plastic and may be rack-mountable.
Wireless Local Area Network (<u>Data Distribution</u>)	A Wireless Local Area Network provides the functionality of a local area network using wireless components rather than cabling.
Wireless PBX Adjunct (<u>Telephone Components</u>)	A Wireless PBX Adjunct functions in conjunction with a Private Branch Exchange to enable use of cordless telephones on an organization's premises.
Wireless Telephone Services (<u>Telephone Service</u>)	Wireless telephone services provide connection to the public switched telephone network similar to traditional phone service, but utilize portable electronic devices and radio frequencies rather than hard-wired handsets.

Workstation (Ineligible Internal Connections Components)	See the entry for <u>Personal Computers/Workstations</u>.
---	--

Index

- 3-Way Calling, 31
- 800 Service, 3, 28
- 900 Calls, 4, 5, 28
- 900/976 Call Blocking, 4
- 900/976 Charges, 5
- 911, 4, 28
- Access Point, 11, 28
- ACD, 29
- Activation, 21
- Administration, 21, 24
- Alarm, 4, 28
- Alarm Systems, 4
- Ancillary Use, 24
- Answering Machines, 17, 22
- Antennas, 12, 28, 29, 30, 31, 32, 34, 36, 37, 38, 42, 43, 44, 45
- Anti-Virus, 16, 28
- Application Assistance, 22
- Application Software, 16, 28
- Archival Information, 17
- Asbestos Removal, 15, 28
- Asynchronous Transfer Mode, 3, 29, 36
- ATM, 3, 29, 36
- Attendant Console, 14
- Automatic Call Distribution System, 17, 29
- Automatic Route Selection, 14, 29
- Basic Conduit, 6, 7, 8
- Basic Maintenance, 19
- Basic Maintenance of Internal Connections, 26
- Battery Backup, 11, 44
- Beeper, 39
- Blueprints, 32
- BRI, 3, 35
- Bridge, 12, 29
- Broadband over Power Lines, 3, 7, 29
- Broadcast Equipment, 29
- Broadcast Television, 18, 22, 29
- Burglar Alarm, 28
- Cabinet, 15, 41
- Cable, 10, 19, 31
- Cable Equipment, 29
- Cable Modem, 7, 12, 29
- Cable Services, 16
- Cable Television, 12, 15, 17, 22, 29
- Cabling, 10, 29, 31, 34, 46
- Caching, 9, 17, 29, 30
- Caching Service, 8
- Call Accounting System, 17, 30
- Call Blocking, 28
- Call Detail Recording, 30, 42
- Call Forwarding, 30, 31
- Call Sequencer, 17, 30
- Call Transfer, 30
- Call Waiting, 31
- Calling Cards, 40
- Cameras, 17, 41, 44
- Cartridge Magnetic Tape, 17, 30
- CD, 14, 15, 17, 30, 38, 42
- CD or DVD Players, 17
- CD ROM, 14, 15, 17, 38, 42
- CDR, 30, 42
- Cellular Service, 2, 3, 30, 39
- Centrex, 3, 14, 29, 30, 38, 42
- Change Fees, 21, 30
- Children's Internet Protection Act, 2
- Circuit, 10, 30, 37, 38, 39, 40
- Circuit Cards, 10, 30
- Client Access Licenses, 13, 19, 31
- Coax, 10, 37
- CODEC, 15, 31
- Coincident with Installation, 21, 22
- Collaboration Tools, 6
- Compact Disc, 30
- Components, 5, 6, 7, 8, 10, 11, 12, 13, 14, 15, 16, 17, 19, 21, 22, 24, 29, 30, 31, 37, 41, 42, 44, 45, 46
- Computer Workstations, 17
- Conduit and Raceway, 10, 31
- Conferencing Services, 4, 31
- Configuration, 7, 13, 19, 21, 33
- Connectors, 10, 29, 31, 34, 46
- Construction Costs, 22
- Consulting Services, 22
- Consumables, 10, 17, 31
- Content, 2, 5, 6, 7, 8, 13, 15, 17, 28, 34, 36, 45
- Content Filtering, 13

Contingency Fee, 21, 31
 Contractor Duty Station, 19
 Contractor Personnel, 22
 Copper, 10, 31
 Copper-to-Fiber Converter, 12, 31
 Cost Allocation, 7, 8, 10, 13, 24
 Cost-Effective, 7, 13, 19, 21, 29, 41
 Couplers, 10, 31
 Creation Configuration, 5
 Creation Maintenance, 5
 Creation of Video Content, 17
 CSU, 12, 30
 Custom Calling Services, 4, 31
 Dark Fiber, 5, 8, 31
 Data Distribution, 11, 28, 35, 37, 38, 41, 45, 46
 Data Distribution Equipment, 37
 Data Protection, 11, 32, 33, 34, 37, 40, 41, 42, 43, 44
 Design, 21, 22
 DHCP (Dynamic Host Configuration Protocol), 13, 33
 Diagnostic Services, 19
 Diagrams, 32
 DID, 4, 32
 Digital Subscriber Line, 7, 32
 Digital Transmission Services, 3
 Digital Video Disc, 30
 Direct Broadcast Satellite, 5, 32
 Direct Inward Dialing, 4, 32, 42
 Direct Station Selection, 42
 Directory Advertising, 5, 32
 Directory Assistance Charges, 4, 32
 Directory Listings, 5, 32
 Disaster Recovery, 16, 32
 Distance Learning, 3, 32
 Distinctive Ring, 31
 DNS (Domain Name Server), 13
 Documentation, 15, 32
 Domain Name, 7, 13, 33
 Domain Name Registration, 7
 DS-1, 3, 33
 DS-2, 3, 33
 DS-3, 3, 33
 DSL, 7, 32
 DSU, 12, 30
 Duplicative Services, 22, 33
 DVD, 14, 17, 30, 38
 E911, 4, 14, 28, 33
 Electrical Power, 33
 Electrical System Upgrades, 15, 33
 Eligible Users and Locations, 25
 E-Mail, 6, 13, 14, 16, 17, 33, 40, 45
 E-Mail Services, 6, 33
 Encyclopedias, 15
 End-User Equipment, 39
 End-User Products, 22
 End-User Training, 22
 Engineering, 21
 Environmental Monitoring, 16, 33
 Extended Warranties, 21
 Faceplate Cover, 34
 Faceplates, 10
 Fax Machines, 4, 17, 34, 45
 Fiber Coax, 10, 37
 Fiber Optics, 3, 29, 31, 34
 File Servers, 24
 Filtering Service, 9, 34
 Finance Charges, 5, 8, 17, 22
 Fire Alarm, 28
 Firewall, 7, 12, 13, 34
 Flat Rate, 4, 34, 37
 Floppy Disk Drive, 14
 Floppy Disks, 17, 42
 Fractional T-1, 3, 43
 FRAD, 12, 34
 Frame Relay, 3, 34, 39
 Freight Assurance Fees, 21
 Gateways, 12, 34
 Global Service Provider, 34
 Glossary, 1, 28
 GSP, 34
 GSP fees, 34
 GSP Fees, 7
 Hard Disk Drive, 35
 Homework Hotline Equipment, 35
 Homework Hotline Service, 4, 17, 35
 Hubs, 11, 35
 Incidental Charges, 22
 Ineligible Components, 15, 22
 Ineligible Features, 25
 Ineligible Services, 5, 8
 Infrastructure, 26
 Initial Configuration, 21, 22
 Initial Planning, 22
 Inside Wire Maintenance Plan, 4, 35
 Installation, 3, 4, 8, 10, 15, 21, 22
 Installation Tools, 16
 Instruction, 21, 22, 32
 Instructional Television Fixed Service, 22
 Integral Component, 2, 6, 13, 14, 15, 17, 21
 Integrated Services Digital Network, 3, 35
 Interactive Television, 3, 35

Intercom, 15, 17, 36, 42
 Interconnected VoIP, 21, 36
 Interest, 22
 Interface/Edge Device, 12, 36
 Interfaces, 12, 28, 29, 30, 31, 34, 36, 37, 38, 42, 43, 44, 45
 Internal Connections, 1, 5, 10, 11, 12, 15, 17, 19, 21, 22, 26
 Internet, 1, 2, 6, 7, 8, 11, 12, 13, 21, 26, 29, 30, 32, 33, 34, 36, 40, 44, 45
 Internet Access, 1, 2, 6, 7, 8, 11, 12, 21, 22, 26, 29, 32, 33, 34, 36, 45
 Internet Content, 36
 Internet2, 2, 5, 8, 36
 ISDN, 3, 35, 43, 45
 ITFS, 22
 ITV, 35
 Jacks, 10
 Key System, 14, 36
 Keyboard, 13, 36
 KVM Switch, 13, 36
 Labor, 22
 LAN, 28, 37, 45
 LAN Components, 26
 Laptop Computer, 16, 36
 Late Payment Fees, 22
 Lease fees, 21
 Lightning Arrestors, 16, 37
 Local Area Networks, 11, 35, 37, 42, 44, 46
 Local Measured Service, 4, 37
 Local Network, 30
 Local Phone Service, 2, 3, 37
 Long Distance, 2, 3, 35, 37, 40
 Maintenance, 1, 4, 5, 8, 19, 26, 35
 Master Control Unit, 15, 37
 Masts, 12, 37
 MCU, 37, 38
 Media Converter, 12, 37
 Memory, 10, 15, 37
 Message Rate Service, 4
 Microphones, 17
 Miscellaneous Components, 12, 31
 Miscellaneous Fees and Charges, 21
 Miscellaneous Services, 1, 4, 5, 8, 15, 17, 21
 Modem, 4, 29
 Modulating Electronics, 31
 Module, 13, 37, 45
 Monitor, 13, 36, 38
 Monitoring, 4, 5, 19, 29
 Multimedia, 15, 38

Multimedia Kits, 15
 Multiplexer, 11, 38
 Multipoint Control Unit, 15, 38
 Network Access Register, 4
 Network Architecture, 22
 Network Interface Cards, 10, 38, 44
 Network Interface Device, 12, 38
 Network Management, 19, 23, 38
 Network Switch, 11, 38
 NIC, 10, 38, 44
 Notebook Computer, 16, 36
 Numeric Message, 39
 OC-1, 3, 38
 OC-12, 3, 38
 OC-3, 3, 38
 OC-n, 3
 Off-Site Location, 19, 41
 On-Site Technical Support, 19
 On-Site Training, 21
 Operating System, 13, 14, 16, 38
 Operating System Software, 39
 Optic Cable, 31
 Other Eligible Telecom Services, 4
 Pagers, 17, 39
 Paging Service, 3, 39
 Panels, 10
 Payphone, 5, 39
 PBX, 10, 14, 29, 30, 33, 36, 40, 41, 42, 44, 45, 46
 PCS, 3, 39
 PDA, 17, 40
 Per Diem, 22
 Performance Bond, 22
 Permanent Virtual Circuits, 3, 39
 Personal Communications Services, 3, 39
 Personal computers, 39
 Personal Digital Assistants, 17
 Phone Calling Cards, 4
 Phone Modems, 11, 40
 PIC, 4, 40
 PIC Change Charge, 4
 Plain Old Telephone Service, 3
 Point-to-Point, 8
 POTS, 3, 28, 40
 Power Strips, 16
 PRI, 3, 35
 Primary Interexchange Carrier, 40
 Printers, 17, 40
 Private Branch Exchange, 14, 32, 40, 44, 46
 Processor Terminator Card, 11, 40
 Processors, 10

Program Advice, 22
 Programming, 15, 22, 28
 Project Management, 21
 Proxy Server, 11, 13, 40
 PSAP, 28
 Public Address System, 15, 17, 41
 Public Safety Answering Point, 28
 PVBX, 15, 41
 PVC, 3, 39
 Rack, 15, 41, 46
 Rack Computer Room, 33
 Radio, 12, 16, 28, 29, 30, 38, 39
 Radio Loop, 3, 41
 Recorders, 17
 Redundant, 16
 Relay I/O Module, 12, 41
 Remote, 10
 Remote Access, 13, 41, 43
 Remote Access Components, 13, 41
 Remote Access Router, 41
 Repair and Upkeep, 19
 Residential Telephone Service, 5, 41
 Reverse Directory Assistance, 5, 41
 Routers, 10, 11, 30, 34, 36, 41, 45
 Satellite, 3, 5, 12, 22, 29, 32, 42
 Satellite Dishes, 12
 Satellite Television, 22
 Scheduling Service, 3, 5
 Security Features, 40
 Security Hazards, 11
 Servers, 10, 13, 14, 15, 16, 28, 29,
 33, 34, 35, 36, 37, 38, 39, 40, 41,
 42, 43, 45
 Service Contracts, 21
 Shipping Charges, 21
 SMDR, 30, 42
 SMDS, 3, 43
 Software, 7, 13, 16, 17, 19, 22, 28,
 30, 31, 34, 38, 39, 42, 43, 45
 Software Applications, 7, 13, 45
 Spare Parts, 15, 42
 Speakers, 16, 38, 41, 42
 Specialized Services, 8
 Speed Calling, 31
 Standby, 16
 Station Message Detail Recording, 30,
 42
 Storage, 5, 13, 14, 16, 17, 30, 35, 39,
 42
 Storage Media, 42
 Surcharges, 21
 Surge Protectors, 15, 16, 42
 Switch, 13
 Switchboard, 14
 Switchboard or Attendant Console, 42
 Switched Multimegabit Data Service,
 3, 43
 System Improvements, 15, 43
 System Upgrade, 43
 T-1, 3, 7, 34, 43
 T-2, 3, 43
 T-3, 3, 34, 43
 Tape Backup, 11, 43
 Taxes, 21
 Technical Support, 4, 8, 19
 Technology Plans, 22
 Telecommunications, 2, 3, 4, 5, 6, 8,
 11, 12, 26, 28, 36, 38, 39, 41, 43,
 45
 Telecommunications Services, 1, 2, 4,
 5, 21, 22, 26
 Telephone, 3, 4, 7, 14, 28, 29, 30, 31,
 32, 33, 34, 35, 36, 37, 38, 39, 40,
 41, 42, 43, 45, 46
 Telephone Components, 4, 14
 Telephone Features, 4
 Telephone Service, 3, 4, 5, 14, 28, 30,
 31, 34, 37, 39, 40, 41, 46
 Telephone Sets, 17, 43
 Television, 12, 15, 16, 17, 22, 28, 29,
 32, 35, 38, 44
 Terminal Adapter, 12, 43
 Terminal Server, 13, 43
 Termination Charges, 5, 8, 17, 22
 Test Equipment, 23, 43
 Text Messages, 33, 39
 Text Paging, 39
 Toll Charges, 28
 Toll-Free, 4, 28, 35
 Tools, 22
 Towers, 12
 Training, 8, 21, 22
 Transceiver, 12, 44
 Travel Time, 22
 Trunk Lines, 3, 44
 Trunk Route, 42
 Twisted Pair, 10, 37
 Two-in-Five Rule, 10, 19, 26
 Two-Way Radios, 17, 44
 TX-to-FX, 12, 31
 Uninterruptible Power Supply, 12, 44
 Universal Service Fees, 21
 Upgrade, 33
 UPS, 12, 41, 44
 Video, 3, 4, 5, 8, 10, 13, 15, 17, 29,
 30, 31, 32, 36, 37, 38, 41, 44, 45

Video Amplifier, 15, 44
Video Channel Modulator, 15, 44
Video Components, 15, 29, 31, 37, 38,
41, 44
Video Encoder, 31
Video Services, 3, 44
Videocassette Recorders, 17, 41, 44
Virtual Private Network, 8, 11, 44
Voice Compression Module, 14, 45
Voice Interface Card, 14, 45
Voice Mail, 4, 14, 17, 22, 45
Voice Mail Components, 14, 45
Voice Message, 39
Voice/Fax Network Module, 12, 45
Voice/Video over IP, 11, 45
VPN, 11, 44
WAN, 26, 46

WAN Components, 26
Warranty, 21
Web Casting, 9, 45
Web Hosting, 7, 33, 45
Web Server, 13, 45
Web Site Creation Fee, 45
Wide Area Network, 7, 26, 30, 46
Wide Area Network Infrastructure, 26
Wide Area Networks, 26
Wire, 19, 35, 46
Wire Managers, 10
Wireless, 3, 7, 11, 14, 25, 28, 30, 37,
39, 40, 44, 46
Workstation, 39, 46
Workstations, 12, 15, 16, 17, 35, 37,
39, 40, 43
Yellow Pages, 32